



DEPARTMENT OF INDUSTRIAL RELATIONS
EXAMINATION ANNOUNCEMENT FOR



OFFICE SERVICES SUPERVISOR II
(GENERAL)

CA28 1150 9IR03

DEPARTMENTAL – PROMOTIONAL

CALIFORNIA STATE GOVERNMENT – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARRITAL STAUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS

WHO SHOULD APPLY	<p>Applicants who meet the minimum qualifications (entrance requirements) as stated below as of April 03, 2009, the final filing date; and</p> <p>Applicants must have a permanent civil service appointment with the Department of Industrial Relations, excluding State Compensation Insurance Fund; or</p> <p>Applicants must be current or former State Employees of the Legislature for two or more years as defined in Government Code §18990; or</p> <p>Applicants must be current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or</p> <p>Applicants must be persons retired from the United States military, honorably discharged from active military duty with service-connected disability, or honorably discharged from active duty as defined in Government Code §18991.</p>
HOW TO APPLY	<p>Applications (Form 678) are available at the Department of Industrial Relations Personnel Office/Exam Unit, 455 Golden Gate Avenue, 8th Floor in San Francisco CA 94102. This form can be accessed from either the Department of Industrial Relations website at www.dir.ca.gov or the State Personnel Board website at www.spb.ca.gov.</p>
FILING INSTRUCTIONS	<p>Applications (Form 678) must be addressed and mailed to the Department of Industrial Relations, Attention Examination Unit, P.O. Box 420603, San Francisco, CA 94142, and POSTMARKED by the United States Postal Service (a postmark by a “leased” meter will not be accepted) no later than April 03, 2009, the final filing date. Applications postmarked, personally delivered or received via inter-office mail after the final filing period will not be accepted for any reason.</p> <p>All applications must have an original signature. Unsigned or incomplete applications will not be accepted for the examinations.</p>
SPECIAL TESTING ARRANGEMENTS	<p>If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements.</p>
REQUIRED IDENTIFICATION	<p>Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p>

(Continued on reverse side)

SALARY RANGE	\$2953 - \$3590 per month
LOCATIONS OF POSITIONS	Positions are located statewide with the Department of Industrial Relations, Division of Workers' Compensation.
ELIGIBLE LIST INFORMATION	An eligible list will be established for the Department of Industrial Relations (excluding the State Compensation Insurance Fund). The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
EXAMINATION INFORMATION	Candidates who meet the Requirements for Admittance to the Examination (minimum qualifications) will be scheduled for a Qualifications Appraisal Panel Interview in April/May 2009.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	NOTE: All applicants must meet the education and/or experience requirements for this examination by April 03, 2009, the final filing date.
MINIMUM QUALIFICATIONS	<p style="text-align: center;">Either I</p> <p>One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.</p> <p style="text-align: center;">Or II</p> <p>Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)</p> <p>[Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.]</p>
ADDITIONAL DESIRABLE QUALIFICATIONS	Education: Equivalent to completion of the twelfth grade.
POSITION DESCRIPTION	This is the first full supervisory level. Under general direction, Office Services Supervisor II (General) plans, organizes, and directs the work of a medium-sized group engaged in difficult clerical work. The scope of the duties supervised by an incumbent include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; and ordering and maintaining supplies and equipment.
QUALIFICATIONS APPRAISAL INTERVIEW WEIGHTED –100%	<p>The interview will include a number of pre-determined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.</p> <p style="text-align: center;">Qualifications Appraisal Interview</p> <p>Scope:</p> <p>In addition to evaluating the competitor's relative abilities as rated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p>

	<p>A. Knowledge of:</p> <ol style="list-style-type: none">1. Modern office methods, supplies and equipment;2. Business English and correspondence;3. Principles and techniques of effective supervision and training;4. Department's Equal Employment Opportunity objectives;5. A supervisor's role in the equal employment opportunity program and the processes available to meet these objectives. <p>B. Ability to:</p> <ol style="list-style-type: none">1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations;2. Follow oral and written directions;3. Evaluate situations accurately and take effective action;4. Read and write English at a level required for successful job performance;5. Make clear and comprehensive reports and keep difficult records;6. Meet and deal tactfully with the public;7. Apply specific laws, rules, and office policies and procedures;8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling;9. Communicate effectively;10. Plan, organize, direct, and supervise the work of others;11. Effectively contribute to the department's equal employment opportunity objectives;12. Work independently;13. Modify established procedures and methods to meet changing needs; and14. Supervise the work of a medium-sized group.
VETERANS PREFERENCE	Veteran's preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

GENERAL INFORMATION

For an examination without a written feature, it is the candidate's responsibility to contact the Personnel Office at 1-800-564-0771 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department of Industrial Relations. It can also be downloaded from either the State Personnel Board website at www.spb.ca.gov or the Department of Industrial Relations website at www.dir.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated in this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: As described in the other side of this bulletin under Knowledge and Abilities.

High School Equivalent: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

California Relay System Telephone number for the deaf and hearing impaired: 1-800-735-2929